

# Section I

## ADMINISTRATIVE STATEMENT

### **PURPOSE:**

Establish a plan of action and specific procedures to accomplish the following priorities in the event a disaster – fire, tornado, lightning, ice storm, earthquake, etc. – damages the Central Office building or associated equipment:

1. Restore basic service to **critical subscribers** as quickly as possible.
2. Restore **all remaining service** in the shortest practical time.

### **OBJECTIVES:**

The **Damage Assessment Team** (General Manager, Assistant General Manager, Plant Manager and Central Office Engineer) will assemble at the Central Office Building – or as close to this site as damage will allow – as quickly as possible to accomplish the following:

1. Assess damage to the Central Office Building, Switch, Main Frame and peripheral equipment.
2. Inventory available Telephone Company Personnel, establishing communications with those employees and providing deployment or stand-by instructions. **(Appendix H)**
3. Determine if outside help is needed to re-establish service in a timely manner.
4. Provide for the clearing of telephony debris from roads and streets in the following order:
  1. State Roads
  2. Primary City Streets
  3. Primary County Roads
  4. Remaining City Streets and County Roads
  5. Unpaved Roads
5. Implement procedures for restoration of telephone service.

## **SECTION II**

### **ACTION PLAN AND PROCEDURES**

#### **ASSESS DAMAGE:**

**A.** Determine extent of damage to:

- Building
- Switch
- Cable Entrance
- Mainframe
- Power
- Trunking
- Fiber Terminations

**B.** If the Central Office is out of service, the Company maintenance radios and employee cell phones may be our only means of communicating. It is imperative that at least one hand-held unit be fully charged and available at all times. As soon as practical, make provision for charging stations for all hand held units and cell phones. If necessary, messages can be relayed by police/911 dispatcher.

**C.** If local switching is affected, but damage is minor – equipment damaged by smoke or water – an attempt should be made to repair the equipment and replace circuit cards. If this is not possible, or damage is major, implement the following procedures.

#### **PROCEDURES:**

**A.** The Damage Assessment Team will make the decision to request assistance from Switch Manufacturer, or other designated entity, for the provision of an on-site, containerized switch (**Appendix A**). If an emergency switch is provided, central office configuration records, a copy of which is maintained with Back-Up Media (**Appendix L**), will be provided to a representative of the entity providing the switch.

**B.** The Plant Manager will coordinate provision for cables and splicing for the temporary switch.

**C.** The General Manager or Plant Manager will coordinate provision of temporary power with Alabama Power Company should stand-by generator be unusable.

#### **NOTIFICATION OF AUTHORITIES:**

**A.** If damage is major and it appears service will be affected for an extended period of time, the General manager will notify an official of the **Alabama Public Service Commission** as to the extent of the damage and the estimated length of service outage. **(Appendix F)**

**B.** General Manager will also notify the **Rural Utility Service** of any such extended outage. **(Appendix G)**

**C.** General Manager, or an employee designated by the GM, will notify Tuscaloosa area **radio and television stations, the Moundville Times, Tuscaloosa News, Moundville city officials and department heads and principals** of Moundville Elementary School and Hale County High School. Reasonable attempts will be made to keep the public informed of progress in restoring service. **(Appendix I)**

**D.** General Manager will notify the Company's **consulting engineers**. Their assistance may be needed in locating available contractors and procuring needed equipment and supplies. **(Appendix E)**

**E.** General Manager will notify **South Central Bell Industry Relations** department and request any needed assistance. **(Appendix K)**

**F.** Following turn-up of the emergency switch, service is restored in priority order as per the **Service Restoration Priority List**, followed by restoration of **toll service**. **(Appendix J)**

## **Section III**

### **Testing**

The General Manager will conduct an annual review of this plan and a simulated disaster exercise. If the plan review and simulation are conducted with no adverse effects or problems identified, the test is deemed adequate.

Should the test prove inadequate, the General Manager will take corrective measures.

## **SECTION IV**

### **MAINTENANCE OF DISASTER PLAN**

For this program to work quickly and efficiently, it is of the utmost importance that **date and records** be stored on magnetic tape, floppy disc, compact disc or other suitable media, and **critical back-ups** be made daily or at such other intervals as prescribed by the Damage Assessment Team. These back-ups should be stored in a fire and waterproof vault, preferably at a location other than the Commercial Office or Central Office. **(Appendix L)**

If damage is severe enough to outside lines, buildings and equipment, and it appears that total service is out, key employees of the Company will be contacted as soon as possible. **(Appendix D)**

This program will be updated annually, or as changes necessitate.

Each individual listed on Appendix D will keep copies of this program in a safe place, other than the Commercial and Central Offices.

## **SECTION V**

### **TRAINING**

The General Manager is responsible for training the respective personnel involved in this plan by going over the procedures outlined. In addition, the General Manager is responsible for conducting a simulated disaster exercise annually.

The General Manager is responsible for briefing new employees concerning this plan.

## **SECTION VI**

### **APPENCICIES**

APPENDIX A:	Switch Manufacturer
APPENDIX B:	Fiber Electronic Equipment
APPENDIX C:	Air Conditioning Contractor
APPENDIX D:	Moundville Telephone Employees
APPENDIX E:	Consulting Engineers – Contractors
APPENDIX F:	Alabama Public Service Commission
APPENDIX G:	Rural Utility Service (REA)
APPENDIX H:	Alabama Power Company
APPENDIX I:	Media
APPENDIX J:	Service Restoration Priority List
APPENDIX K:	South Central Bell
APPENDIX L:	Location of “Back-Up” Media
APPENDIX M:	Radio Equipment Manufacturer/Repair
APPENDIX N:	Generator Manufacturer/Repair
APPENDIX O:	Supply Houses/Vendors
APPENDIX P:	Alagasco
APPENDIX Q:	Subscriber Carrier
APPENDIX R:	Contractors
APPENDIX S:	Misc. Officials/Contacts
APPENDIX T:	Outside Help Available

## APPENDIX A

### CENTRAL OFFICE SWITCH MANUFACTURER 5E 2000 CDX

<u>CONTACT</u>	<u>PHONE</u>	<u>CELL</u>
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Lucent Technologies, Inc.	800.CAL.RTAC	
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#### DISASTER RECOVERY TEAMS:

<b>Graybar Electric</b> Paul Smith	800.999.1861 (800-GRAYBAR)	205.492.6104
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<b>Power &amp; Telephone</b> Dawayne Fesmire	800.222.5955 (Ext. HELP)	901.486.9556
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<b>Madison Group</b>	800.665.8960	
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**APPENDIX B**

**FIBER ELECTRONIC EQUIPMENT  
ANY MEDIA**

**CONTACT**

**PHONE**

**LUCENT TECHNOLOGIES, INC.**  
RTAC

800.CAL.RTAC

**APPENDIX C**

**AIR CONDITIONING CONTRACTOR**

**CONTACT**

**PHONE**

**Siemens**

Scott Crossman

205.403.8388

## APPENDIX D

### MOUNDVILLE TELEPHONE COMPANY EMPLOYEES

<b><u>TITLE:</u></b>	<b><u>NAME:</u></b>	<b><u>HOME:</u></b>	<b><u>CELL:</u></b>
General Manager	Larry Taylor	205.553.6092	205.657.2204
Assistant General Manager	Scott Taylor	205.556.6240	205.657.6577
Central Office Engineer	DaWayne Hardy	334.624.1912	205.657.2207
Plant Manager	Jack Morrison	205.371.2940	205.799.9097
Sr. I & R Technician	Joey Smithson	334.624.8684	205.242.6047
OSP Technician	Mike Morrison	205.371.0007	205.792.5444
Splicer	Billy Woodfin	256.377.4300	N/A
Construction Technician	James Clarey	205.372.9256	205.496.5284
Admin. Asst./Accts. Payable	Peggy McCray	205.371.2814	205.454.6993
Billing/Accounts Receivable	Dawne Boswell	205.371.2690	205.799.9096
Customer Service Rep.	Darlene Chancy	205.371.6975	205.242.0126

## APPENDIX E

### CONSULTING ENGINEERS

<b>CONTACT</b>	<b>OFFICE</b>	<b>CELL</b>	<b>HOME</b>
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#### FRIEDRICH & ASSOCIATES

Russ Friedrich Monroe, LA	318.387.9405	318.348.3866	
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Perry Davis Montgomery, AL	334.265.0355	334.303.0442	
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**APPENDIX F:**

**ALABAMA PUBLIC SERVICE COMMISSION**

<b>CONTACT</b>	<b>PHONE</b>
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**ENGINEERING DIVISION:**

Wayne Wright – Director	334.242.2973
Glen Darter – Supervisor	334.242.2849

**CONSUMER DIVISION:**

Judi Dykema	334.242.5211
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**COMMISSIONERS:**

George Wallace, Jr.	334.242.5191
Jan Cook	334.242.5203
Jim Sullivan	334.242.5207

## APPENDIX G

### RURAL UTILITY SERVICE

<b><u>CONTACT</u></b>	<b><u>OFFICE</u></b>	<b><u>CELL</u></b>	<b><u>HOME</u></b>
<b>Field Representative:</b> Bill Welch	205.562.8017	205.454.1570	(Office)

## APPENDIX H

### ALABAMA POWER COMPANY

<b>CONTACT</b>	<b>PHONE</b>	<b>CELL</b>	<b>EMAIL</b>
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<b>Engineer</b> Frank Chandler	205.349.6780		

## APPENDIX I

### MEDIA

CONTACT	PHONE	CELL
Moundville Times Cindy Bolling	205.371.2488 334.624.1765	205.616.2607
Tuscaloosa News (News Room)	205.349.0708	
WACT Radio	205.349.3200	
WNPT Radio	205.758.3311	
WCFT TV (Ch. 33/40)	205.553.1333	

## APPENDIX J

### SERVICE RESTORATION PRIORITY LIST

<b>LOCATION</b>	<b>PHONE</b>	<b>CABLE PAIR</b>
Police Department	371-2218	<u><i>See Appendix J.1</i></u>
Fire Department	371-2218	<u><i>Following Page</i></u>
Fire Bar	371-6548	
Hale County EMS	371-4404	
Dr. Larry Skelton	371-2267 371-2268	
City Hall	371-2641	
Sheriff Larry Johnson (Home)	371-6365	
MTC Commercial Office	371-9011 371-9012 371-9013	
Hale County High School	371-2514	
Moundville elementary School	371-2679	
Mayor John Bradshaw	371-2305	
Frank Stegall (School Sup.)	371-6744	